



Staff Services Manager 1

Agency Code: 7500 - Exam Code: 9PB19 - Class Code: 4800

Department(s):	California Department of Human Resources/Statewide State Air Resources Board Department of Rehabilitation Department of General Services Seismic Safety Commission CA Emergency Management Agency Office of Legislative Counsel Victim Compensation & Government Claims Board Department of Aging Department of Housing & Community Development Department of Boating & Waterways Department of Parks & Recreation CA Health & Human Services Agency Department of Food & Agriculture Department of Education Department of Finance Department of Industrial Relations Department of Veterans Affairs Department of Motor Vehicles Department of Conservation Prison Industry Authority Department of Corrections & Rehabilitation Department of Consumer Affairs California Housing Finance Agency Department of Transportation Employment Development Department Department of Insurance Department of Fish and Game Business, Transportation and Housing Agency Department of Justice Secretary of State Board of Equalization Department of Water Resources State Water Resources Control Board California Conservation Corps State Energy Resource Conservation and Development Commission California Horse Racing Board Department of Corporations Public Employees Retirement System Franchise Tax Board Department of Real Estate
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Public Utilities Commission
 State Personnel Board
 California Student Aid Commission
 Department of Forestry & Fire Protection
 Commission on Teacher Credentialing
 Fair Employment & Housing Commission
 Board of Governors, California Community Colleges
 Fair Political Practices Commission
 Department of Alcoholic Beverage Control
 California Coastal Commission
 State Teachers Retirement System
 San Francisco Bay Conservation & Development Commission
 Department of Financial Institutions
 Department of Resources Recycling and Recovery
 Department of Alcohol and Drug Programs
 Department of Health Care Services
 Department of State Hospitals (Formerly Dept. of Mental Health)
 Department of Social Services
 Department of Developmental Services
 Office of Statewide Health Planning and Development
 State Council On Developmental Disabilities
 Department of Fair Employment & Housing
 Emergency Medical Services Authority
 California State Lottery
 Department of Community Services and Development
 Employment Training Panel
 Unemployment Insurance Appeals Board
 Department of Toxic Substances Control
 Department of Pesticide Regulation
 Office of Environmental Health Hazard Assessment
 Office of the Inspector General
 Department of Child Support Services
 California Workforce Investment Board
 Department of Managed Health Care
 California Gambling Control Commission
 Office of Systems Integration
 Sierra Nevada Conservancy
 Department of Public Health
 California Technology Agency
 California Prison Health Care Services
 California Health Benefit Exchange
 Managed Risk Medical Insurance Board
 CA First 5 Children & Families Commission
 California Exposition and State Fair
 California High Speed Rail Authority
 Financial Information Systems for California
 State Compensation Insurance Fund

Opening Date: 9/27/2009 2:35:00 PM

Final File Date: Continuous

Type of Examination: MULTI-DEPARTMENTAL OPEN

Salary: MONTHLY-RANGED-SALARY - \$5,079.00 to \$6,127.00

Tenure/Time-base: Permanent Full-time
Permanent Part-time

	Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this Qualifications Assessment at any time.

ONCE YOU HAVE TAKEN THE QUALIFICATIONS ASSESSMENT, YOU MAY NOT RETAKE IT FOR NINE (9) MONTHS.

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources, Examinations Unit at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones, or at (800) 735-2922 from voice phones.

ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the California Department of Human Resources for use by other State departments. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. **ELIGIBILITY EXPIRES TWELVE (12) MONTHS AFTER IT IS ESTABLISHED.** Competitors must then retake the Qualifications Assessment to reestablish eligibility.

The Staff Services Manager I list may be used by departments to fill vacancies in other comparable classifications as an appropriate as determined by the hiring department consistent with applicable laws and rules.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination announcement.

MINIMUM QUALIFICATIONS

EITHER I

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

(Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)

OR II

Experience: Three years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience beyond the trainee level which shall have included the preparation of reports and the presentation of recommendations to management, at least one year of which must have been in a full journeyman technical capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **And**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

POSITION DESCRIPTION

A Staff Services Manager I for the State of California performs a wide variety of fiscal, management, and staff services functions including such areas as personnel, budget, management analysis, administrative services, program evaluation and planning, and policy analysis and formulation. Staff in these positions are typically subject-matter generalists who have demonstrated possession of the strong analytical skills, supervisory abilities, and personal qualifications to succeed in a broad range of fiscal, management, staff services, and related settings. Staff Services Managers I are responsible for the effective resolution of a broad range of governmental and/or supervisory problems. They conduct and/or review analytical studies and surveys; formulate procedures, policies, and program alternatives; make recommendations on a broad spectrum of administrative and program-related problems; review and analyze proposed legislation, and advise management on its impact or potential impact; represent the State or a given department as assigned; and do other related work.

The Staff Services Manager I level is typically the first working supervisor level. Staff at this level supervise a small group of analysts performing journeyman level work and personally perform the most difficult or sensitive work.

Positions exist throughout the State of California in various departments.

EXAMINATION INFORMATION

QUALIFICATIONS ASSESSMENT – Weighted 100.00%

The examination will consist of a Qualifications Assessment, which is the sole component of the Staff Services Manager I examination. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Qualifications Assessment.

[Click here to preview the Qualifications Assessment.](#)

To view the Final State Of California Leadership Competency Model located on the HRMod homepage at <http://www.dpa.ca.gov/hr-mod/main.htm>, click on the link provided there.

QUALIFICATIONS ASSESSMENT SCOPE:

Core Leadership Competencies

Analytical Thinking

The ability to approach a problem by using a logical, systematic, sequential approach.

Change Leadership

The ability to manage, lead, and enable the process of change and transition while helping others to deal with their effects.

Customer Focus

The ability to identify and respond to current and future customer's needs. The ability to provide excellent service to internal and external customers.

Communication

The ability to listen to others and communicate in an effective manner. The ability to communicate ideas, thoughts, and facts in writing. The ability/skill to use correct grammar, correct spelling, sentence and document structure, accepted document formatting, and special literary techniques to communicate a message in writing.

Conflict Management

The ability to prevent, manage, and/or resolve conflict.

Decision Making

The ability to make decisions and solve problems involving varied levels of complexity, ambiguity, and risk.

Developing Others

The ability and willingness to delegate responsibility, work with others, and coach them to develop their capabilities.

Ethics and Integrity

The degree of trustworthiness and ethical behavior of an individual with consideration for the knowledge one has of the impact and consequences when making a decision or taking action.

Fostering Diversity

The ability to promote equal and fair treatment and opportunity for all. The ability to effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment. The ability to demonstrate the knowledge of a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion.

Interpersonal Skills

The ability to get along and interact positively with coworkers. The degree and style of understanding and relating to others.

Personal Credibility

Demonstrating concern that one be perceived as responsible, reliable, and trustworthy.

Planning and Organizing

The ability to define tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.

Team Leadership

The ability to effectively manage and guide group efforts. This includes providing the appropriate level of feedback concerning group progress.

Thoroughness

The ability to ensure that one's own and other's work and information are complete and accurate. The ability to carefully prepare for meetings and presentations. The ability to follow up with others to ensure that agreements and commitments have been fulfilled.

Vision and Strategic Thinking

The ability to support, promote, and ensure alignment with the organization's vision and values. The ability to understand how an organization must change in light of internal and external trends and influences.

Workforce Management

The ability to effectively recruit, select, develop, and retain competent staff; includes making appropriate assignments and managing staff performance.

Occupation (Classification) Specific Competencies

Creative Thinking

The ability to look at situations from multiple perspectives. The ability to do or create something new. The ability to create solutions to problems using novel methods and processes.

Diagnostic Information Gathering

The ability to identify the information needed to clarify a situation and to draw out the information when others are reluctant to disclose it.

Empowering Others

The ability to convey confidence in employees' ability to be successful, especially at challenging new tasks; share significant responsibility and authority; and to allow employees' freedom to decide how they will accomplish their goals and resolve issues.

Organizational Awareness

The ability to understand the workings, structure, and culture of the organization as well as the political, social, and economic issues affecting the organization.

Professional and Personal Development

The commitment to improve one's technical and personal growth.

Resource Management

The ability to ensure the effective, efficient, and sustainable use of public service resources and assets, human and financial resources, and real property and business information.

Results Orientation

The ability to focus personal efforts on achieving results consistent with the organization's objectives.

BENEFITS

Employer/employee paid health and dental insurance
Employer paid vision insurance
Paid Vacation/Sick/Annual Leave Benefits
12 paid holidays
Employer paid disability insurance
Defined Benefit Retirement Program (upon vesting)
Employee paid deferred compensation program (401K and 457)
Flexible work schedules and work hours
Pre-tax reimbursement for medical care, child care, and parking programs
Employee Assistance Program
Career development/professional advancement

VETERANS' PREFERENCE POINTS

Veterans' Preference Points will not be added to the final score for this exam, because it does not meet the requirements to qualify for Veterans' Preference Points.

CAREER CREDITS

Career Credits will not be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

CONTACT INFORMATION

If you have any questions concerning this announcement, please contact CalHR:
California Department of Human Resources
1515 'S' Street, North Building, Suite 400
Sacramento, CA 95811
(866) 844-8671
CALIFORNIA RELAY: For TDD Phone - (800) 735-2929; From Voice Phone – (800) 735-2922.

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts

toward self-development. For more information, you may refer to the classification specification.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the California Department of Human Resources. Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at www.jobs.ca.gov and the Department of Veterans Affairs.

TAKING THE EXAM

When you click the link below, you will be directed to the Qualifications Assessment. At the end of the Qualifications Assessment, it will be instantly scored upon your request.

[Click here to go to the Qualifications Assessment for Staff Services Manager 1.](#)